



MEMORANDUM

VIA E-MAIL

TO: All WVHDF Participating Lenders

FROM: Kay Bowe
Underwriting and Post-Closing Manager

DATE: April 16, 2024

SUBJECT: New Quality Control (QC) Access in PowerLender

As with other recent processes, we are now ready to begin using Powerlender (lock system) to provide our partners access to WVHDF QC Reports. The email addresses provided by your organization are loaded within our system – these groups/individuals will receive direct notifications as reports are available. To access reports, click the “QC Conditions” link under the “Conditions” header found on the PowerLender (white) launch page. Afterward, clicking on the Borrower name will open the specific report.

At this time, QC notices will continue to be delivered by WVHDF via the Lender Portal (document system); however, this will be phased out as of next month. Please prepare accordingly. *Your remittance of requested QC conditions should continue through the Lender Portal, using the “QC Conditions” command.*

Participating Lender Internal Administrators –All users who will need access to the various QC reports and condition notices will need registered in Powerlender with the following role active in their PowerLender user profile: “QC”. If additional recipients (or group e-mails) should be added for direct QC notifications, please notify Kay Bowe, kbowe@wvhdf.com, or Lana Day, lday@wvhdf.com.

QC Users – If you do not have necessary access to this function, please contact your Internal Administrator(s). If you are unsure of these contacts, a list can be e-mailed to you via the PowerLender login page.